MONTANA STATE HOSPITAL POLICY AND PROCEDURE

BILLING CHARGES FOR PHOTOCOPIES AND SCANS OF HEALTH INFORMATION

Effective Date: December 1, 2014

Policy #: HI-02
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- **I. PURPOSE:** To establish a reasonable charge for photocopying and/or scanning materials in accordance with DPHHS practice.
- **II. POLICY:** It is the policy to charge a fee for copying information sent to authorized persons.
- III. **DEFINITIONS:** None

IV. RESPONSIBILITIES:

- A. Health Information Department will verify release meets requirements, submit cost of copies to requesting party, copy requested records upon receipt of payment, and send payment received to business office. Checks should be made payable to State of Montana.
- B. The Business Office will process funds for the State General Fund.

V. PROCEDURE:

- A. Charge Schedule
 - 1. The following charge schedule will be used:

\$.00 No charge for the 20 pages or less

\$.10 Per page for all documents exceeding 20 pages (starting with page 1)

- 2. Postage fee is charged at current rate.
- B. Attorneys and Insurance Companies
 - 1. Attorneys not representing the hospital are charged for records, except for those attorneys that are assisting former patients with SSI applications and Public Defenders representing current or former patients.
 - 2. Insurance companies requesting records when a person has applied for coverage with the insurance company are charged for records.
 - 3. Insurance companies requesting records as part of their utilization review or to verify services prior to payment are not charged for records.

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- C. Patients will be charged for copies requested in accordance with this policy.
- D. Referrals and Follow-up Services
 - 1. The agencies, involved in follow-up services for patients, are not charged for records, such as the Mental Health Centers, Welfare Departments, Drug and Alcohol Treatment Centers, Social Security Administration, Physicians, Hospital, State agencies, Court Ordered Professional Persons, etc.

E. Billing

- 1. Billing is completed upon receipt of request.
- 2. Charges are recorded in the billing log with the date, patient name, hospital number, and person/agency requesting records.

F. Monies Received

- 1. Health Information staff will document payment received and date records sent in the billing log.
- 2. Upon receipt, payment is sent to the MSH claims office.
- 3. Money will be sent to the Fiscal Bureau in Helena.
- **VI. REFERENCES:** DPHHS Copying Policy
- VII. COLLABORATED WITH: Chief Financial Officer
- VIII. RESCISSIONS: #HI-02, Billing Charges for Photocopies dated July 29, 2011; #HI-02, Billing Charges for Photocopies dated June 6, 2008; #HI-02, Billing Charges for Photocopies dated June 17, 2005; #HI-02, Billing Charges for Photocopies dated September 1, 2002; #HI-02, Billing Charges for Photocopies dated October 12, 2001; #HI-02, Billing Charges for Photocopies dated February 14, 2000; H.O.P.P. No: 12 03B. 051480, Billing Charges for Photocopies, dated November 14, 1980
- **IX. DISTRIBUTION:** All hospital policy manuals.
- X. REVIEW AND REISSUE DATE: December 2017
- XI. FOLLOW-UP RESPONSIBILITY: Director of Health Information
- XII. ATTACHMENTS: None

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John W. Glueckert	Date	Melinda Bridgewater	Date
Hospital Administrator		Director of Health Information	